

EXHIBIT

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Customer Service Representative - Mobile

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Company Overview

Headquartered in Fort Lauderdale, FL, The Results Companies is a privately held company which is majority owned by One Equity Partners, a Private Equity Firm, and Results' management. Results operates 26 contact centers throughout the United States, Latin America, and the Philippines. Results' Network Operating Center is co-located in the Atlanta Telx building, with full redundancy in our Provo, UT contact center location. For over 26 years we have served as a premier global customer experience provider for many Fortune 500 companies and uniquely designed, built and operated award-winning contact centers that have set the standard for innovative customer-focused contact solutions. Entrusted with over 46,000,000 relationships a year, our success and proven ability to respond to our Partner's growth has enabled us to expand our global footprint. With over 20,000 employees across the globe, The Results Companies' expertise extends beyond call centers. We're experts in representatives, analytical technologies, brand fulfillment and creating strategic advantages for our Partners

Description of Service Lines: Results' current client portfolio consists of 82 Partners across various industries inclusive of the following:

- Healthcare
- Insurance
- Wireless Telecommunications
- Financial Services
- Energy
- Education
- Subscriber Based Entertainment
- Tax Services
- Retail
- Cable/MSO

Vision Statement

Our vision is to be the premier global Customer Experience Provider for Fortune 500 companies; to become the benchmark for brand advocacy and service

JOB NUMBER

U04076

COUNTRY

United States

STATE/PROVINCE

Alabama

CITY

Mobile

SCHEDULE TYPE

excellence and the transparent provider of choice for customers around the world.

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Duties and Responsibilities

- Uses numerous computer workstation applications to supply live responses to customers' needs
- Documents customer calls in the database system
- Assists customers with functionality and basic troubleshooting of product or account issues
- Assists in resolving serious complaints and escalated calls

- Maintains at a minimum, target levels of performance
- Maintains up to date level of product knowledge
- Multi Tasks: Listen, input data, proves solutions, navigates through various screens while applying customer satisfaction techniques

Qualifications

- Must be proficient on computers. Ability to type 25 VMP or more
- Excellent English language skills. Must use proper English, spelling, grammar, punctuation, and syntax
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Customer Service Representative - Phoenix

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JOB NUMBER

U04110

COUNTRY

United States

STATE/PROVINCE

Arizona

CITY

Phoenix

SCHEDULE TYPE

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Bilingual Customer Service Representative

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JOB NUMBER

U04203

COUNTRY

United States

STATE/PROVINCE

Florida

CITY

Winter Haven

SCHEDULE TYPE

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Customer Service Representative - Lakeland, FL

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- Tax Services
- Retail
- Cable/MSO

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JOB NUMBER

U04103

COUNTRY

United States

STATE/PROVINCE

Florida

CITY

Lakeland

SCHEDULE TYPE

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Customer Service Representative - Winter Haven, FL

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JOB NUMBER

U04139

COUNTRY

United States

STATE/PROVINCE

Florida

CITY

Winter Haven

SCHEDULE TYPE

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Customer Service Representative - Streator

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JOB NUMBER

U04143

COUNTRY

United States

STATE/PROVINCE

Illinois

CITY

Streator

SCHEDULE TYPE

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Customer Service Representative - Lawrence, KS

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JOB NUMBER

U04111

COUNTRY

United States

STATE/PROVINCE

Kansas

CITY

Lawrence

SCHEDULE TYPE

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JOB NUMBER

U04118

COUNTRY

United States

STATE/PROVINCE

Missouri

CITY

Raytown

SCHEDULE TYPE

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Customer Service Representative - St. Joseph

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Description of Service Lines: Results' current client portfolio consists of 82 Partners across various industries inclusive of the following:

- Healthcare
- Insurance
- Wireless Telecommunications
- Financial Services
- Energy
- Education
- Subscriber Based Entertainment
- Tax Services
- Retail
- Cable/MSO

Vision Statement

Our vision is to be the premier global Customer Experience Provider for Fortune 500 companies; to become the benchmark for brand advocacy and service

JOB NUMBER

U04130

COUNTRY

United States

STATE/PROVINCE

Missouri

CITY

Saint Joseph

SCHEDULE TYPE

excellence and the transparent provider of choice for customers around the world.

Driven by our "expect greater" commitment to our customers and communities, we aspire to exceed expectations through the brilliance and unyielding passion of our people.

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Position Overview

The Results Associate manages Results Clients customers' phone/web/mail queries promptly and efficiently, and in accordance with company Policy and procedures. The Results Associate is responsible for providing quality and efficient customer service to customers; investigates account issues, respond to general inquires taking appropriate action while providing follow up to customer.

Duties and Responsibilities

- Uses numerous computer workstation applications to supply live responses to customers' needs
- Documents customer calls in the database system
- Assists customers with functionality and basic troubleshooting of product or account issues
- Assists in resolving serious complaints and escalated calls

- Maintains at a minimum, target levels of performance
- Maintains up to date level of product knowledge
- Multi Tasks: Listen, input data, proves solutions, navigates through various screens while applying customer satisfaction techniques

Qualifications

- Must be proficient on computers. Ability to type 25 VMP or more
- Excellent English language skills. Must use proper English, spelling, grammar, punctuation, and syntax
- Articulate speech, clear and well modulated speaking voice
- Superb listening, probing, negotiation and de-escalation skills needed
- Must have excellent analytical and troubleshooting expertise
- Must be able to accommodate a flexible schedule, as needed
- Customer service or support service experience
- Proficient on computers
- Strong data entry skills
- Excellent customer service skills
- Excellent organizational skills
- Ability to work in a team environment

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Customer Service Representative - Tiffany Springs, MO

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- Financial Services
- Energy
- Education
- Subscriber Based Entertainment
- Tax Services
- Retail
- Cable/MSO

Vision Statement

Our vision is to be the premier global Customer Experience Provider for Fortune 500 companies; to become the benchmark for brand advocacy and service

JOB NUMBER

U04124

COUNTRY

United States

STATE/PROVINCE

Missouri

CITY

Tiffany Springs

SCHEDULE TYPE

excellence and the transparent provider of choice for customers around the world.

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- Education
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- Retail
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Position Overview

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Duties and Responsibilities

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- Maintains up to date level of product knowledge
- Multi Tasks: Listen, input data, proves solutions, navigates through various screens while applying customer satisfaction techniques

Qualifications

- Must be proficient on computers. Ability to type 25 VMP or more
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- Ability to work in a team environment

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Customer Service Representative - Blue Bell, PA

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- Energy
- Education
- Subscriber Based Entertainment
- Tax Services
- Retail
- Cable/MSO

Vision Statement

Our vision is to be the premier global Customer Experience Provider for Fortune 500 companies; to become the benchmark for brand advocacy and service

JOB NUMBER

U04057

COUNTRY

United States

STATE/PROVINCE

Pennsylvania

CITY

Blue Bell

SCHEDULE TYPE

excellence and the transparent provider of choice for customers around the world.

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Duties and Responsibilities

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- Maintains up to date level of product knowledge
- Multi Tasks: Listen, input data, proves solutions, navigates through various screens while applying customer satisfaction techniques

Qualifications

- Must be proficient on computers. Ability to type 25 VMP or more
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Customer Service Representative - Corpus Christi, TX

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- Insurance
- Wireless Telecommunications
- Financial Services
- Energy
- Education
- Subscriber Based Entertainment
- Tax Services
- Retail
- Cable/MSO

Vision Statement

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JOB NUMBER

U04068

COUNTRY

United States

STATE/PROVINCE

Texas

CITY

Corpus Christi

SCHEDULE TYPE

excellence and the transparent provider of choice for customers around the world.

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- Multi Tasks: Listen, input data, proves solutions, navigates through various screens while applying customer satisfaction techniques

Qualifications

- Must be proficient on computers. Ability to type 25 VMP or more
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Customer Service Representative - Palestine

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- Energy
- Education
- Subscriber Based Entertainment
- Tax Services
- Retail
- Cable/MSO

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JOB NUMBER

U04094

COUNTRY

United States

STATE/PROVINCE

Texas

CITY

Palestine

SCHEDULE TYPE

excellence and the transparent provider of choice for customers around the world.

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Customer Service Representative - Paris

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- Retail
- Cable/MSO

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JOB NUMBER

U04101

COUNTRY

United States

STATE/PROVINCE

Texas

CITY

Paris

SCHEDULE TYPE

excellence and the transparent provider of choice for customers around the world.

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Qualifications

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Customer Service Representative - Wichita Falls, TX

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- Tax Services
- Retail
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JOB NUMBER

U04135

COUNTRY

United States

STATE/PROVINCE

Texas

CITY

Wichita Falls

SCHEDULE TYPE

excellence and the transparent provider of choice for customers around the world.

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- Multi Tasks: Listen, input data, proves solutions, navigates through various screens while applying customer satisfaction techniques

Qualifications

- Must be proficient on computers. Ability to type 25 VMP or more
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Customer Service Representative - Provo

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- Energy
- Education
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- Tax Services
- Retail
- Cable/MSO

Vision Statement

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JOB NUMBER

U04072

COUNTRY

United States

STATE/PROVINCE

Utah

CITY

Provo

SCHEDULE TYPE

excellence and the transparent provider of choice for customers around the world.

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Customer Service Representative - Martinsville

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Company Overview

Headquartered in Fort Lauderdale, FL, The Results Companies is a privately held company which is majority owned by One Equity Partners, a Private Equity Firm, and Results' management. Results operates 26 contact centers throughout the United States, Latin America, and the Philippines. Results' Network Operating Center is co-located in the Atlanta Telx building, with full redundancy in our Provo, UT contact center location. For over 26 years we have served as a premier global customer experience provider for many Fortune 500 companies and uniquely designed, built and operated award-winning contact centers that have set the standard for innovative customer-focused contact solutions. Entrusted with over 46,000,000 relationships a year, our success and proven ability to respond to our Partner's growth has enabled us to expand our global footprint. With over 20,000 employees across the globe, The Results Companies' expertise extends beyond call centers. We're experts in representatives, analytical technologies, brand fulfillment and creating strategic advantages for our Partners

Description of Service Lines: Results' current client portfolio consists of 82 Partners across various industries inclusive of the following:

- Healthcare
- Insurance
- Wireless Telecommunications
- Financial Services
- Energy
- Education
- Subscriber Based Entertainment
- Tax Services
- Retail
- Cable/MSO

Vision Statement

Our vision is to be the premier global Customer Experience Provider for Fortune 500 companies; to become the benchmark for brand advocacy and service

JOB NUMBER

U04058

COUNTRY

United States

STATE/PROVINCE

Virginia

CITY

Martinsville

SCHEDULE TYPE

excellence and the transparent provider of choice for customers around the world.

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Position Overview

The Results Associate manages Results Clients customers' phone/web/mail queries promptly and efficiently, and in accordance with company Policy and procedures. The Results Associate is responsible for providing quality and efficient customer service to customers; investigates account issues, respond to general inquires taking appropriate action while providing follow up to customer.

Duties and Responsibilities

- Uses numerous computer workstation applications to supply live responses to customers' needs
- Documents customer calls in the database system
- Assists customers with functionality and basic troubleshooting of product or account issues
- Assists in resolving serious complaints and escalated calls

- Maintains at a minimum, target levels of performance
- Maintains up to date level of product knowledge
- Multi Tasks: Listen, input data, proves solutions, navigates through various screens while applying customer satisfaction techniques

Qualifications

- Must be proficient on computers. Ability to type 25 VMP or more
- Excellent English language skills. Must use proper English, spelling, grammar, punctuation, and syntax
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Customer Service Representative - Midlothian

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JOB NUMBER

U04065

COUNTRY

United States

STATE/PROVINCE

Virginia

CITY

Alverser

SCHEDULE TYPE

excellence and the transparent provider of choice for customers around the world.

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Customer Service Representative - Richmond

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JOB NUMBER

U04122

COUNTRY

United States

STATE/PROVINCE

Virginia

CITY

Richmond

SCHEDULE TYPE

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Customer Service Representative - Stuart

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JOB NUMBER

U04147

COUNTRY

United States

STATE/PROVINCE

Virginia

CITY

Stuart

SCHEDULE TYPE

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